

VOLUNTEER TRANSPORTATION

I. SERVICE DEFINITION

This is a transportation program provided to persons sixty years of age or older residing in Delaware. Volunteer drivers provide round-trip transportation to medical and health-related appointments. All clients must be ambulatory to the point that only minor assistance is needed by the older person in entering and leaving the vehicle provided by the volunteer. Transportation is not provided by volunteers when specialized transportation is needed or when other means of transportation can be used.

II. SERVICE GOAL

The purpose of the program is to provide seniors with transportation to medical and health-related appointments when no other means of transportation is available. This allows the older person to make use of medical services, while remaining as independent as possible.

III. SERVICE UNIT

The service unit for volunteer transportation is a one-way trip provided to one eligible participant (i.e. one person-trip). For example, if the transportation program picks up two eligible participants in the morning, takes them to the doctor, then to the pharmacy, and then home, it has provided six (6) units of service (2 persons x 3 one-way trips) to these people.

IV. SERVICE AREA

Volunteer Transportation is available to all eligible persons within Delaware, subject to availability of resources and applicable service priorities. Providers of volunteer transportation may apply for sub-areas of the State in which to provide the service.

V. LOCATION OF SERVICE DELIVERY

The volunteer transportation program provides a ride for the client to the location of the health-related service(s) and back.

SERVICE SPECIFICATION

Revised 01/30/06

Page 2

VI. DESCRIPTION OF SERVICES

Narration

The Volunteer Transportation Program provides a necessary service to isolated seniors. The program provides a volunteer driver for eligible participants to take them for medical and health-related appointments. The program recruits volunteers, receives calls from interested seniors, and then coordinates rides for the participants. Basic information regarding the client is obtained to assess their need for service and eligibility.

The program provides basic information for volunteers so that they are able to deal effectively with the frail elderly. A listing of associated agencies is maintained as a resource.

VII. Prohibited Service Components

For purposes of the Division of Services for Aging and Adults with Physical Disabilities, volunteer transportation may not include any of the following components:

- ♦ Transportation of clients not living in Delaware.
- ♦ Transportation of eligible individuals to social, recreational, or other events not related to medical or health-related services.
- ♦ Transportation by volunteers of clients who are not ambulatory, or who require more than minor assistance in entering and leaving the vehicle.
- ♦ Subcontracting with another agency for transportation services without prior approval from the Division.

VII. SERVICE STANDARDS

Volunteer Transportation Services must meet or exceed the following standards:

- ♦ The service must operate between the hours of 8:00 a.m. and 4:00 p.m. weekdays.
- ♦ All volunteer drivers must be properly licensed and insured.
- ♦ The service provider must keep the volunteer drivers informed of any policy changes which affect the program.
- ♦ Participants, family members, and/or caretakers must be informed of the cost of providing transportation service(s), and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
- ♦ Providers must have procedures in place to:

SERVICE SPECIFICATION

Revised 01/30/06

Page 3

SERVICE STANDARDS (cont)

- ♦ Inform applicants, family members and/or caregivers of the cost of providing services, and offer them the opportunity to make voluntary contributions.
- ♦ Protect their privacy with respect to contributions
- ♦ Safeguard and account for all donations
- ♦ Use the contributions to expand services
- ♦ All participant records must be kept in a secure location to protect participant confidentiality.
- ♦ The program will maintain records, collect contributions, prepare reports, and other administrative efforts necessary to provide transportation services.

IX. SERVICE AND CLIENT PRIORITIES

Volunteer Transportation Services are available to all eligible persons in Delaware who are 60 years of age or older.

In addition, the following criteria shall be met:

- ♦ Transportation is not available through the individual's immediate household.
- ♦ The individual has no reasonable access to public transportation.
- ♦ Service will be provided only to participants on medical care trips, especially to hospitals, clinics, and physicians for checkups, basic medical services, and repetitive treatments.
- ♦ Priority shall be given to those individuals most socially and economically disadvantaged.

X. WAITING LISTS

When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD policy X-A-1, Client Service Waiting List.

The service provider's guidelines for prioritizing clients on the waiting list must be in writing and available for review. In addition to the client priorities listed in the service:

- ♦ Danger or risk of losing support systems, especially living settings or supports necessary for self-maintenance
- ♦ Risk of institutionalization

SERVICE SPECIFICATION

Revised 01/30/06

Page 4

X. WAITING LISTS (con't)

- ♦ Significant risk of abuse or neglect
- ♦ Basic health, safety and welfare needs not being met through current supports
- ♦ Risk of functional loss without intervention or ongoing skill maintenance services
- ♦ Exhibition of behavior that presents a significant risk of harm to self or others
- ♦ Compatibility with available services.

In each case, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

XI. STAFF REQUIREMENTS

Staffing for the Volunteer Transportation Program should consist of those capable of effectively managing the program.

XII. TYPE OF CONTRACT

Cost Reimbursement

XIII. METHOD OF PAYMENT

Monthly advance to the service provider to be applied to the incurring of and payment for allowable costs as stated in the approved line item/cost category budget.

XIV. REPORTING REQUIREMENTS

A Quarterly Program Report and a Quarterly Financial Report are required and must be received by DSAAPD no later than twenty-one (21) calendar days following the end of the quarter. Each report must contain a live signature (preferably in blue ink) of the official who completed the report. The phone number and the date the report was completed are also required. A final financial report is due to the Division within ninety (90) calendar days after the program end date. Additional information can be found on these reports in the DSAAPD Policies and Procedures Manual.

TITLE III-B VOLUNTEER TRANSPORTATION SERVICES

PLANNED SERVICE UNITS AND PROPOSED OBJECTIVES

GRANTEE / AGENCY NAME: _____

PROGRAM NAME: _____

PLANNED SERVICE UNITS:	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
1. Number of unduplicated clients to be served by program.					
2. Number of clients assessed for the service (including those not admitted).					
3. Number of volunteer drivers recruited.					
4. Number of Information & Assistance Services					
5. Number of Outreach Activity Events					
6. Number of One-Way NCC Bus Trips.					
7. Number of One-Way PARATRANSIT trips.					
8. Number of Volunteer Trips					

NOTE: The above projections (goals) are compared with actual statistics on the Service Objectives Status Form, which is Page 2 of the Quarterly Program Performance Report.